

## CONTRA COSTA COUNTY DEATH REGISTRATION POLICIES

### ABOUT US

Contra Costa Vital Registration

10 Douglas Drive Ste 220

Martinez, CA 94553

Phone - 925-313-1122 Fax – 925-313-1127

<https://www.cchealth.org/services-and-programs/vital-records/funeral-directors-only>

### ONLINE EDRS HOURS OF OPERATION

Submissions are reviewed Monday-Friday 8:00 am – 4:00 pm, except for Holidays. Daily cut off time for all submissions is 3:00 pm. (MI & LR submitted before 3pm will be reviewed that day, after 3pm may not be reviewed until next day.)

### IN PERSON BUSINESS HOURS

Current lobby hours are Monday – Friday 8am-4pm.

### TIMELY FILING

*Health & Safety Code Section 102775* indicates “Each death shall be registered with the local registrar in the district in which the death was officially pronounced, or the body was found within **8 days** after the death and prior to any disposition.”

### FILING

ALL Contra Costa deaths are filed electronically. FH creates DC and Permit in EDRS. Submitting MI Review is strongly encouraged. FH submits to LR after physician remotely attests. VR registers DC & issues Permit.

### PROCESSING TIME

You must allow two (2) hours processing time for all requests including: MI review, LR review, Unlock record requests & Refile Permits. Submissions will be processed in time received order. Wait times may be longer during high peak periods.

### HOW TO SPEED UP THE PROCESS

Help us to help you in the most efficient way possible! Limit calls to the office unless necessary. Every time we have to stop to answer the phone it delays processing your requests. Proper planning & time management are key. Please proofread your docs before submitting. We cannot stress this enough. Once you have completed the record, view a “Working Copy.” It is much easier to proofread the documents this way. Review the physician attestations. If you see errors, correct it before submitting. Validate all and spell check before submitting for LR.

### PAYMENT FOR SERVICES

Permits are issued in good faith. It is expected that we receive a signed copy of the permit and \$12 permit fee from you **within 7 days of issuance**. If you have delinquent unpaid permits, you may be suspended from filing in EDRS with CC County until all fees are brought current.

### CERTIFIED COPIES

You may submit a *Funeral Home/Mortuary Purchases Only Application* to request copies or other services. Orders are accepted via mail, in person & online via Vitalchek. Please do not staple docs together and only send check, not your check stub. We do not accept orders via fax. Unless the order was placed on Vitalchek. All orders received today will be available for pick-up, after 1pm, the next business day. All return mail orders will be routed for postage through our mail center (may take a few days.) For faster return service you can provide a self-addressed stamped envelope (SASE) with sufficient postage.

### AMENDMENTS

Once a death certificate has been registered by the LR an affidavit to amend the record will be required to make changes. Submit amendments directly to SR and we will notify you via fax when you are able to place an order. If you request amended copies prior to notification from us we may not have received it from the State yet and have it available for you.

**INCOMPLETE AMENDMENTS** – All incomplete amendments that have not been submitted to SR within 6 months will be abandoned.

**ATTESTATION POLICY** – VR staff will automatically unlock a record if physician attestation is unacceptable.

### SERVICE REQUEST FAX FORMS

**Unlocking Records** - Fax us a Service Request form if you need to have PI/PC/FD section unlocked. If you need CI unlocked, you must request the Coroner to unlock it.

### FETAL DEATHS

If you need us to review MI or LR for a Fetal death, fax us a Service Request form to alert us to check the FDRS system.

## CONTRA COSTA COUNTY DEATH REGISTRATION POLICIES

### CORONER PROTOCOL

**Coroner Referrals** - If decedent had any infectious disease, alcohol/drugs, hadn't seen physician in last 20 days or died at any "Home/Res", "DOA/ER", "Hospice", "Other", FD must refer it to the Coroner.

FD completes DC in EDRS. After MI is complete & physician attests, click "REFER TO ME/CORONER" option from the *Certificates* dropdown. Coroner will enter the referral number or the word "NONE" (only if case is declined).

**Coroner Cases** - Coroner creates DC in EDRS and will forward record to FH to finish and submit. Any changes to MI or CI must be approved by Coroner.

**Coroner Pend Cases** – After Coroner transfers case to FH for disposition, FH must amend informant and all applicable "pending" info fields. After amendment is registered you may submit a new permit.

### EDRS/FDRS QUESTIONS

Most questions can be answered by using the online tools. Click the Help tab then go to the section you need to see rules and requirements for completing documents. You can also click the "?" on most fields for instant answers.

### ACCESS FOR EDRS/FDRS

All new users must contact EDRS/FDRS Help Desks to request access or terminate access.

**EDRS/FDRS Technical Issues** – If you have technical questions about the EDRS/FDRS systems call 916-552-8123 or email at [EDRSHELP@cdph.ca.gov](mailto:EDRSHELP@cdph.ca.gov) .

**EMERGENCY/AFTER HOURS FILING** – On weekends & holidays, emergency filings may be obtained from 9am – 10 am only. To ensure that the permit can be issued it is imperative that you proof-read your documents before submission, including attestation. Once the record is ready for registration, please call 925-890-8779. The emergency filing fee is \$50 + \$12 permit fee. This phone number & service are for Funeral Directors only!

If a coroner's number is needed, contact us so we can call the coroner's office to give it a number before submitting for LR.

### SCATTERING ON LAND

When scattering on privately owned property, a signed permission letter must be obtained from the property owner and submitted with permit. When scattering at a religious entity or state park a signed permission letter from the religious entity or park ranger must be submitted with permit before issuance

### DISINTERMENTS

Any change in the final disposition listed on the original death certificate is considered a disinterment.

- If DC was issued via EDRS, new permits should be submitted via EDRS & then fax a Service Request Form to VR to request authorization.
- If DC was not issued in EDRS you can use the Permit PDF form on our webpage (link on page 1.) Submit 4 signed copies with payment via mail or in person. Do NOT fax permits for authorization. Contra Costa does not have a fax file program and will not pre-review them.

When submitting a new permit through EDRS and it is a Contra Costa death that was registered through EDRS no additional documents are necessary. If the death was prior to EDRS you may apply for the permit once you have the necessary documents in your possession:

- The original authorized permit; OR a certified copy of the death certificate – NO drafts or working copies (required for death in past 6 months); OR
- If neither of these documents are obtainable AND the death occurred more than 6 months ago then you must have the informant complete an "Affidavit to Disinter" statement. (Link to document on pg 1)
- Evaluate on a case by case basis.

### Online Payments

You can pay online by using Vitalchek. Enter info & payment online and then fax us a signed Application form and signed copy of permit.

To create an account through Vitalchek contact:  
Mike Padilla 888-216-9944 or email  
[fhportalsupport@vitalchek.com](mailto:fhportalsupport@vitalchek.com)

**Note: All CC Vital Registration policies are subject to change & revision as needed. Each individual county may have different policies & requirements.**